

exchanges and bilateral trade were discussed and agreed upon at the last meeting of the India-Pakistan Joint Commission in July 1989. To carry the process further, Government have been pressing Pakistan to convene another meeting of the Joint Commission and its Sub-Commissions. While eventually, in December 1990, Pakistan agreed in principle to do so, it has been reluctant to actually schedule the meetings.

[English]

Payment of Telephone Bills

5131. SHRI DATTATRAYA BANDARU:
SHRI CHETAN P.S. CHAUHAN:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mahanagar Telephone Nigam Ltd., Delhi is forcing the subscribers to pay the bi-monthly telephone bills before due dates;

(b) if so, the reasons therefor; and

(c) the action proposed to be taken by the Union Government in this regard?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. Mahanagar Telephone Nigam Limited is not forcing the subscribers to make payments of the bills before due date.

(b) and (c). The question does not arise in view of (a) above.

Best Telephone Operator Award

5132. SHRI PRATAPRAO B. BHONSLE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Limited has recently instituted 'Best Telephone Operator Award'; and

(b) if so, the details of the scheme?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) A broad outline of this Award is given in the statement enclosed.

STATEMENT

Best Telephone Operator Award

With a view to further improve the quality of service offered at Manual Trunk (National/International) and Special Services Exchanges it is proposed to introduce shortly a new scheme wherein the performance of the Telephone Operators in respect of their response to customers with regard to courtesy, politeness and helpful attitude will be adjudged and the best operator will be suitably rewarded.

2. Under this scheme, the performance of the telephone operator will be monitored through a microprocessor controlled automatic recording system that will monitor an operator's conversation without her knowledge. This microprocessor will be so timed that the operators conversation is recorded for 3 minutes in each set on tapes along with details of date, time and position numbers. These recorded cassettes will be listened by the juries who will categorise the operators in 5 categories i.e. very good, good, not bad, poor and very bad. Based on the recommendations of the juries the award will be given to the very courteous operators. These will be awarded on monthly basis. These will then be evaluated by an eminent panel of jury for courtesy, politeness, promptness and above all helpful attitude to the customer.